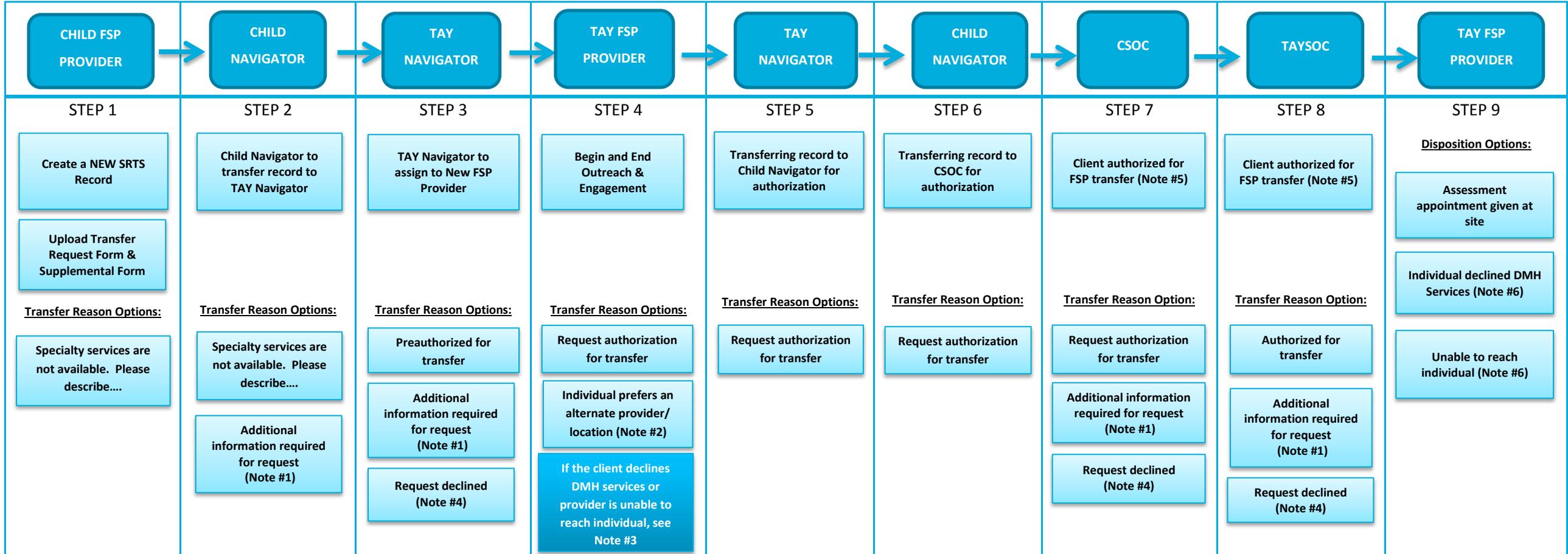


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**CHILDREN’S SYSTEMS OF CARE (CSOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW**

**TRANSFER FROM CHILD FSP PROVIDER TO TAY FSP PROVIDER**



*Steps 2 & 3 and Steps 5 & 6 are combined for Navigators that oversee both Child and TAY FSP*

**Note #1:** If the Navigator or CSOC needs additional information to determine approval for the request, they will transfer the record back to the FSP provider or Navigator with the transfer reason of “Additional information required for request.”

**Note #2:** If the client prefers another provider/location, transfer back to the TAY Navigator for linkage.

**Note #3:** If the client declines DMH services or provider is unable to reach individual (discuss referral with Navigator), the new FSP provider transfers back to the old Navigator, who transfers back to the new Navigator, then transfers back to the old FSP provider to enter a disposition to close out the record. The original FSP provider then starts Disenrollment from original authorized record.

**Note #4:** If a request for transfer is declined, TAY Navigator will discuss linkage with FSP provider.

**Note #5:** CSOC will notify Child SA Navigator and Child FSP provider of successful linkage of services via email. TAYSOC will inform TAY Navigator of successful authorization via email.

**Note #6:** If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify TAYSOC and CSOC and consider Disenrollment or Inactive Status.